

filed concurrently herewith on October 15 2001, entitled "Method and System of Remote Monitoring and Support of Devices, Using POP3 and Decryption Using Virtual Function"; the disclosure of each is incorporated herein by reference.

## BACKGROUND OF THE INVENTION

### 1. Field of the Invention

[0002] The invention relates to various methods, systems, computer program products, and other arrangements for remotely monitoring any of a variety of appliances or devices, for sending monitoring information across any of various networks, for receiving the monitoring information, and for storing and analyzing the monitored information.

### 2. Discussion of the Background

[0003] With the advent of microprocessors, microprocessor-based appliances and devices have become more intelligent. In addition, the increase of networking through wireline and wireless technology makes communication among those intelligent appliances and devices possible. The next extension to this development is to create systems in which the configuration and status of these appliances and devices are monitored and sent by a monitoring system to a receiving system.

[0004] In order that information can be sent over non-secure networks such as the Internet, the information can be encrypted. Because a wide variety of encryption techniques are available, a user must choose which technique to encrypt and decrypt the emails, which level of encryption to use, and even whether to use encryption at all. However, conventional systems require that significant software modifications be made if the encryption/decryption

Business Office Devices", which is a continuation of U.S. Patent Application 08/473,780,  
filed June 6, 1995, entitled "Method and Apparatus for Controlling and Communicating With  
Business Office Devices", now U.S.P. 5,544,289, which is a continuation of U.S. Patent  
Application 08/426,679, filed April 24, 1995, entitled "Method and Apparatus for Controlling  
and Communicating With Business Office Devices," now U.S.P. 5,537,554, which is a  
continuation of U.S. Patent Application 08/282,168, filed July 28, 1994, entitled "Method and  
Apparatus for Controlling and Communicating With Business Office Devices", now U.S.  
Patent 5,412,779, which is a continuation of U.S. Patent Application 07/902,462, filed June  
19, 1992, now abandoned, which is a continuation of U.S. Patent Application 07/549,278,  
filed July 6, 1990, now abandoned; U.S. Patent Application 09/953,357, filed September 17,  
2001, entitled "System, Method, and Computer Program Product for Collecting and Sending  
Various Types of Information to a Monitor Using E-Mail"; U.S. Patent Application  
09/953,358, filed September 17, 2001, entitled "System, Method, and Computer Program  
Product for Transferring Remote Device Support Data to a Monitor Using E-Mail"; U.S.  
Patent Application 09/953,359, filed September 17, 2001, entitled "System, Method, and  
Computer Program Product for Sending Remote Device Configuration Information to a  
Monitor Using E-Mail"; U.S. Patent Application 09/\_\_\_\_\_,<sup>975,939</sup> filed concurrently herewith on  
October 15, 2001, entitled "Method And System of Remote Monitoring and Support of  
Devices, Extracting Data From Different Types of Email Messages, and Storing Data  
According to Data Structures Determined by the Message Types"; U.S. Patent Application  
09/\_\_\_\_\_,<sup>975,938</sup> filed concurrently herewith on October 15, 2001, entitled "Method and System  
of Remote Monitoring and Support of Devices, Including Handling Email Messages Having  
Message Types Specified Within the Email Message"; U.S. Patent Application 09/\_\_\_\_\_,<sup>975,935</sup>